

**Monthly Executive Dashboard
JANUARY 31, 2021**

N M T R D E X E C U T I V E S T A F F

Secretary, Stephanie Schardin Clarke
Deputy Secretary, Emily Oster
Chief Legal Counsel, Tim Van Valen

ACD/Aysha Mora
ASD/Denise Irion

ITD/Mike Baca
MVD/Marcos Martinez

PTD/Santiago Chavez
RPD/Charlene Trujillo
TFID/Vince Mares

Office of the Secretary 505-827-0341
Audit and Compliance 505-827-2727
Administrative Services 505-827-0369
Motor Vehicle 505-827-2296
Property Tax 505-476-3092
Revenue Processing 505-827-0800
Tax Fraud Investigations 505-841-5578

ASD FINANCIAL DISTRIBUTION BUREAU (FDB)						
Tax Program	MTD Distribution Amount	Last Year MTD Distribution Amount	YTD Distribution Amount	Last Year YTD Distribution Amount	YTD \$ Change Inc/(Dec)	YTD % Change
Combined Reporting System (GRT, etc)	\$474,284,749	\$533,384,266	\$3,342,209,565	\$3,724,760,430	(\$382,550,865)	-10%
Oil & Gas Taxes	\$117,326,969	\$143,605,326	\$694,711,518	\$1,008,417,193	(\$313,705,675)	-31%
CFT/MVET/Weight Distance Taxes	\$63,511,718	\$60,280,946	\$475,913,362	\$465,570,765	\$10,342,597	2%
Personal Income Tax	\$47,965,732	\$42,504,338	\$695,860,907	\$414,207,952	\$281,652,956	68%
Corporate Income Tax	\$927,608	(\$11,529,712)	\$75,470,910	(\$119,384,006)	\$194,854,917	-163%
Royalties from Leasing MVD Data	\$533,237	\$582,000	\$3,979,722	\$4,420,794	(\$441,072)	-10%
Other programs	\$43,664,653	\$23,539,693	\$369,430,270	\$168,085,043	\$201,345,228	120%
TOTAL:	\$748,214,666	\$792,366,854	\$5,657,576,255	\$5,666,078,170	(\$8,501,915)	0%

MOTOR VEHICLE DIVISION (MVD)	
Field Office Arrivals, Average Wait Time and Customer Satisfaction	
MVD services are by Appointment Only; customer satisfaction statistics are unavailable.	
Call Center Incoming Calls, Average Abandon Rate and Average Wait Time	
METRIC MEASURE	RESULTS
Calls Coming In (total)	42,390
Abandon Rate	49%
Average Wait Time	0:00:17
Customer Satisfaction Average (scale; 1-100; higher is better)	0%
Average Insured Rate	
Average Insured Rate	91%

PROTEST OFFICE					
Activity	Total	Audit	Non-Audit	%Audit	
Beginning Balance	924	308	616	33%	
Number of Protests Received	70	14	56	20%	
Informal Conference Requested	0	0	0	0%	
Protest Deficient	0	0	0	0%	
Protests Acknowledged	20	8	12	40%	
Protests Acknowledged/Closed	28	2	26	7%	
Protests Closed	39	13	26	33%	
Protest Invalid	25	6	19	24%	
Ending Inventory	A	906	303	603	33%
Ending Inventory Dollar Amount		\$592,346,111	\$113,931,829	\$478,414,282	19%
Legal Working-Atty. Assigned	B	362			
Legal (Case waiting on Decision from the hearing and/or courts)	C	166			
Inventory in Protest Office	D=A-(B-C)	710			

INFORMATION TECHNOLOGY DIVISION (ITD)			
ServicePro	GenTax		
Open	1,602	Total in SQR on 01/01/21	214
Resolved	1,425	New	23
Total	177	Resolved	47
			Total SQRs on 01/31/21
			190

AUDIT AND COMPLIANCE DIVISION (ACD)		
Collections	JAN	Fiscal YTD
Collections Goal	\$20,120,272	\$140,841,906
Actual Collections	\$19,683,165	\$125,174,285
Percent of Goal	98%	89%
Performance Measures	JAN	Fiscal Year-End Goal
Collections Against Prior Year Receivables	13%	23%
Collections Against Current Year Assessments	28%	65%
Compliance	JAN	Fiscal YTD
Bankruptcy Collections	\$159,185	\$1,334,591
Bankruptcy Proofs #	31	303
Levy Recoveries	\$284,199	\$3,437,436
Audits in Progress	JAN	Fiscal YTD
# Rec'd for Review	153	1,323
# Assessed	218	1,468
Amount Assessed	\$734,803	\$37,894,493

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TAX FRAUD INVESTIGATION DIVISION (TFID)			
Original Entry Date	Case Description	Disposition	Disposition Date
January	Tax Evasion	A warrant was issued for an El Paso resident for failure to appear in court regarding five (5) Felony Counts of Tax Evasion (resident conducted business in New Mexico, but did not pay CRT). Case is being prosecuted by the Third Judicial District.	Ongoing
	Personnel	One Special Agent started the New Mexico Law Enforcement Academy, completion date: 5/12/2021.	

OFFICE OF INTERNAL AUDIT (OIA)			
Description	JAN	YTD	
Audits & Special Project carry-over from FY 2020		2	
Procedures carry-over from FY 2020		19	
FY 2021 Internal Audits Assigned	1	4	
Procedures Assigned	16	53	
Revised Procedures	0	4	
Total YTD:	82		
Completed - Audit and Special Projects (Audit Plan)			
Internal Audits Completed	1	1	
Subtotal:	1		
Completed Procedures			
Completed	4	15	
Revised Procedures Completed	0	4	
Subtotal:	19		
Total Completed:	20		
Status for Month End - Audits & Special Projects (Audit)			
Special Projects: On-Hold	1		
Audits: Open	17		
Audits: Report-Draft	0		
Audits: Awaiting Responses	1		
Audits: Hold	1		
Total Open or On-Hold:	20		
Status for Month End - Procedures			
Open	20		
Management Review	0		
Sent for Signatures	2		
Pending	11		
On-Hold	9		
Total Procedures Open, On-Hold, or Pending:	42		
Completed, Open, On-Hold, or Pending Total YTD:	82		

For Taxpayer Assistance:

T R D

1-866-285-2996 or
505-841-6352

M V D

1-888-683-4636 or
505-827-4636 or
email

mvd.closure@state.nm.us

PERSONAL INCOME TAX (RPD)					
Returns Processed	Jan-21	YTD Count	Current Exception Inventory	% of Returns Paper vs. E-File	Exception %
Paper Returns	0	0	0	0%	
E-filed Returns	905	905	0	100%	
Total	905	905	14		2%
Refunds Issued	Jan-21	Jan- 21\$	YTD Count	% YTD	YTD \$
Paper Check	190	\$58,456	190	13%	\$58,456
Direct Deposit	1,296	\$844,775	1,296	87%	\$844,775
Total	1,486	\$903,231	1,486		\$903,231
Payments Received	Jan-21	Jan- 21\$	YTD Count	% YTD	YTD \$
Check	27,406	\$54,067,106	27,406	78%	\$54,067,106
ACH	7,593	\$11,044,911	7,593	22%	\$11,044,911
Total	34,999	\$65,112,017	34,999		\$65,112,017

PROPERTY TAX DIVISION (PTD)				
Delinquent Taxes	Goal	Actual Results	% of Goal	Goal Type
Delinquent Accounts Worked	10,000	950	10%	Cumulative
Scheduled Delinquent Tax Sales	33	0	0%	Current
Delinquent Tax Sales Held # Counties	33	0	0%	Cumulative
State Assessed				
Full Value of Assessed Properties	\$20,000,000,000	\$0	0%	Cumulative
Number Of Companies Reporting	600	10	2%	
Returns Submitted/Completed	600	0	0%	
Appraisals				
Draft Assessor Evaluations Completed	33	0	0%	Cumulative
Assessor Evaluations Completed	33	0	0%	
Appraisals/Reviews Performed	75	5	7%	
Number of Protest Hearings Heard	250	7	3%	